



Homelessness Update – Public Safety Committee Meeting

Homelessness Priority Leads | October 19, 2020



Agenda

- Introduction and General Overview
- Homelessness Response by the Numbers
- Addressing Homelessness Framework
- COVID-19 Response
- Investing for Results Implementation
- Priority Area Updates
- Recent Accomplishments & Near-term Actions
- Questions and Answers, and Discussion

Progress on Homelessness in Austin



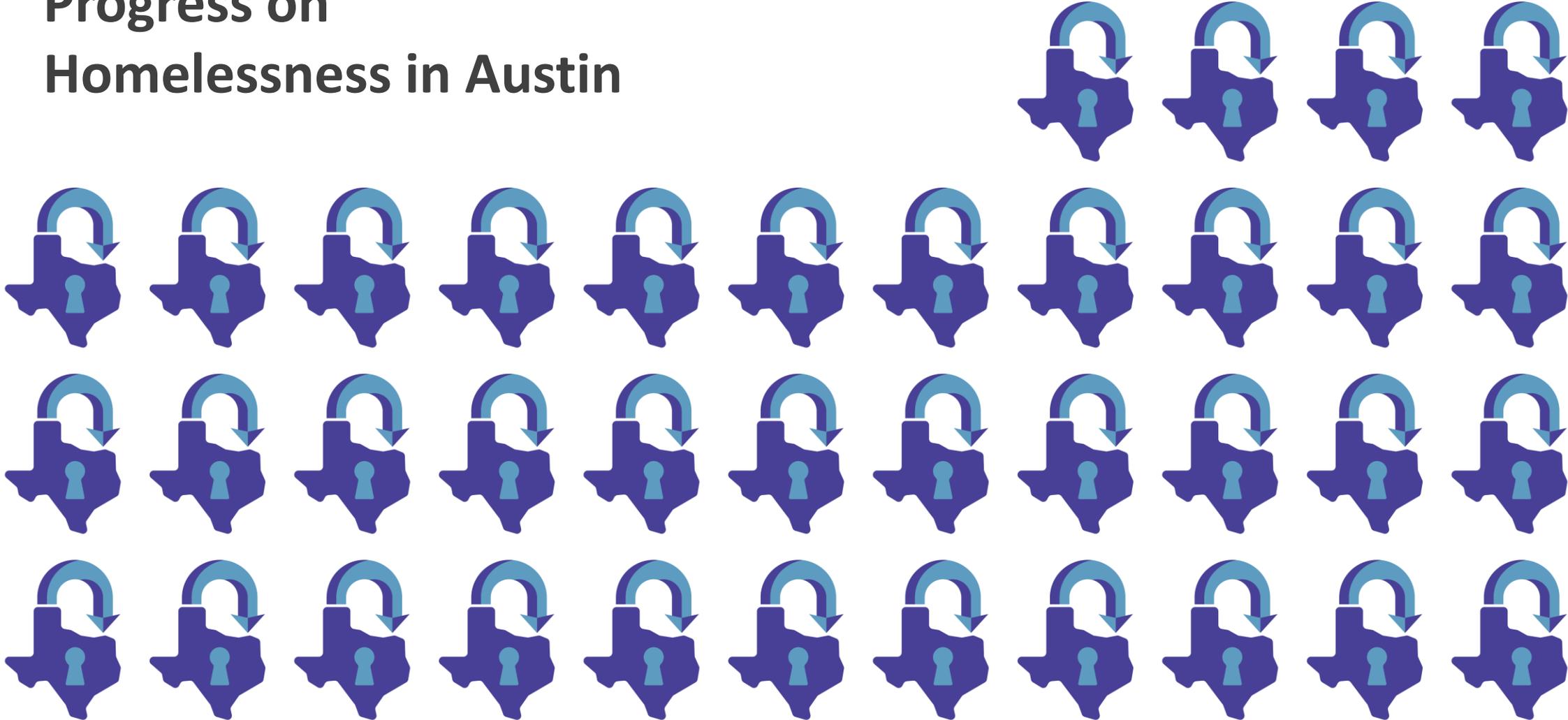
29 Violet Bag Kiosk Locations

Progress on Homelessness in Austin



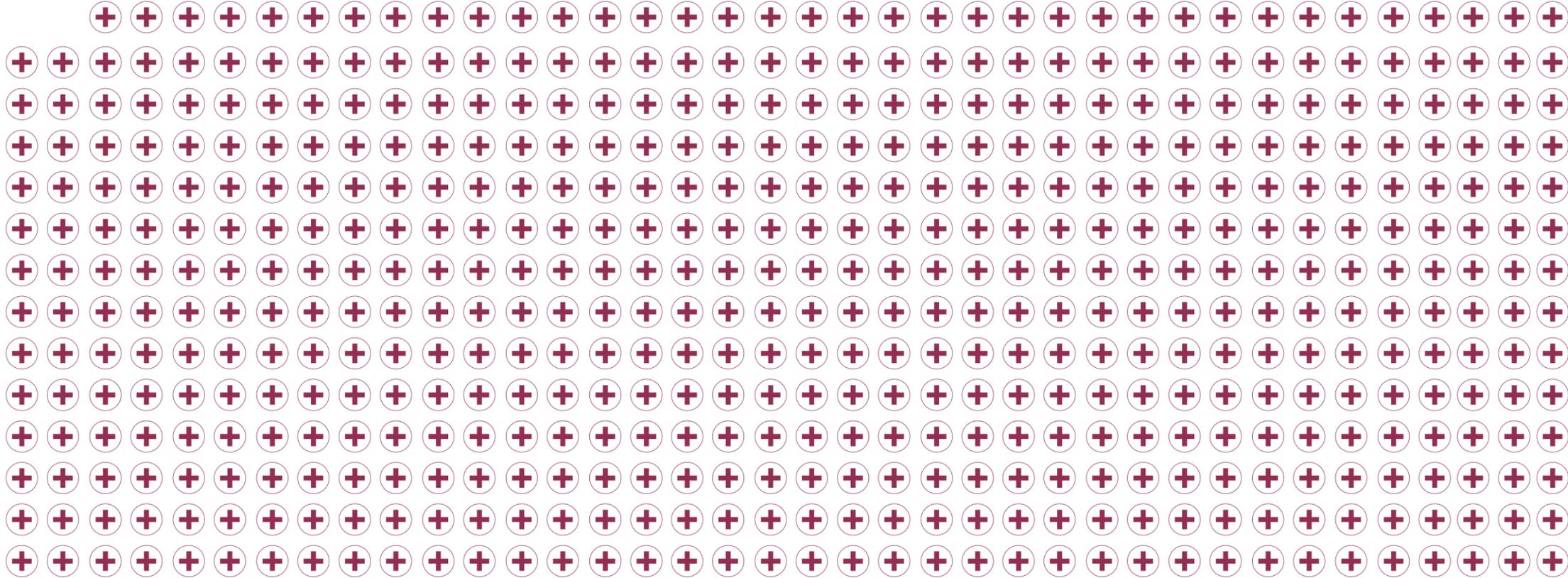
29 Violet Bag Kiosk Locations, 22 added in 2020

Progress on Homelessness in Austin



37 Clients at the Violet KeepSafe Storage Facility in 2020

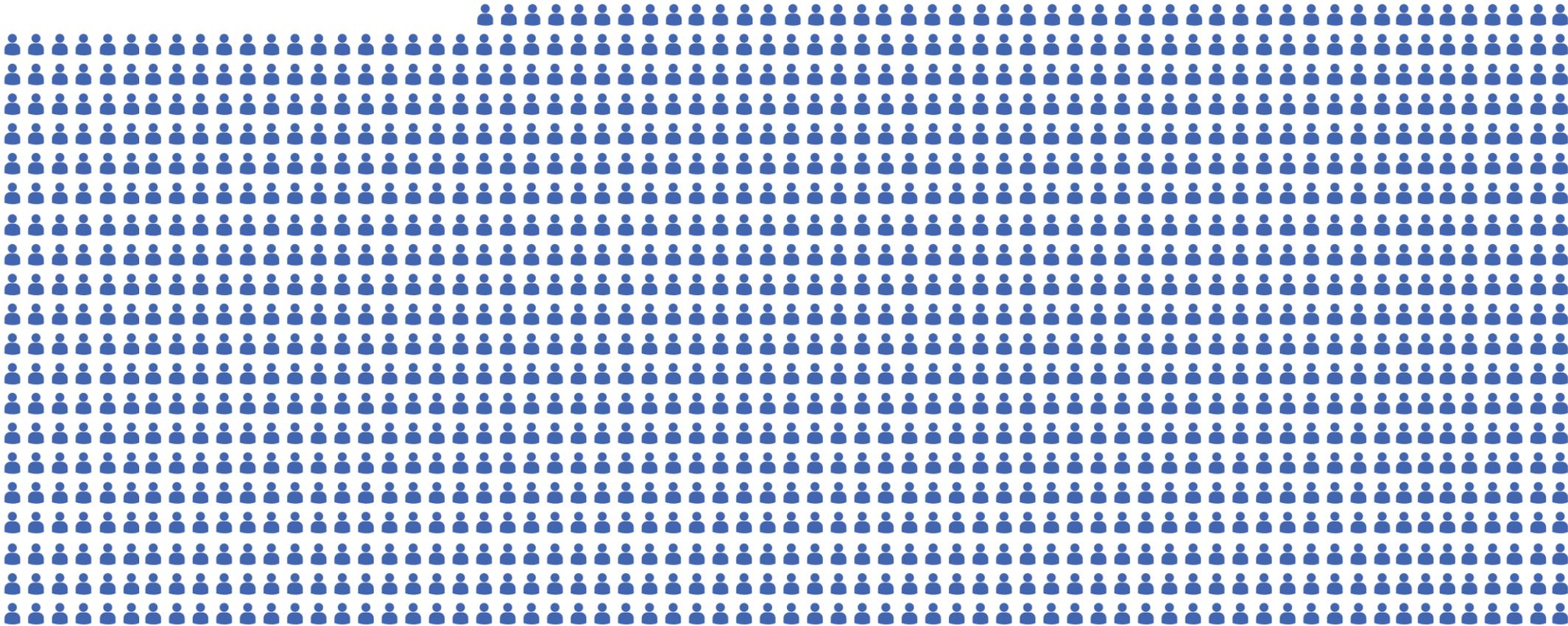
Progress on Homelessness in Austin



COVID Response in 2020

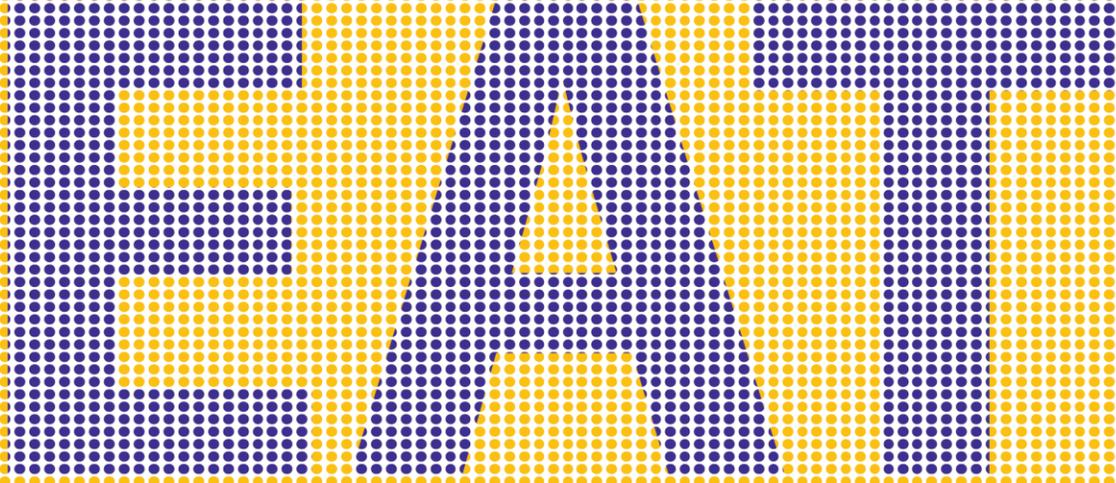
530 people accessed temporary emergency shelter at ProLodges

Progress on Homelessness in Austin



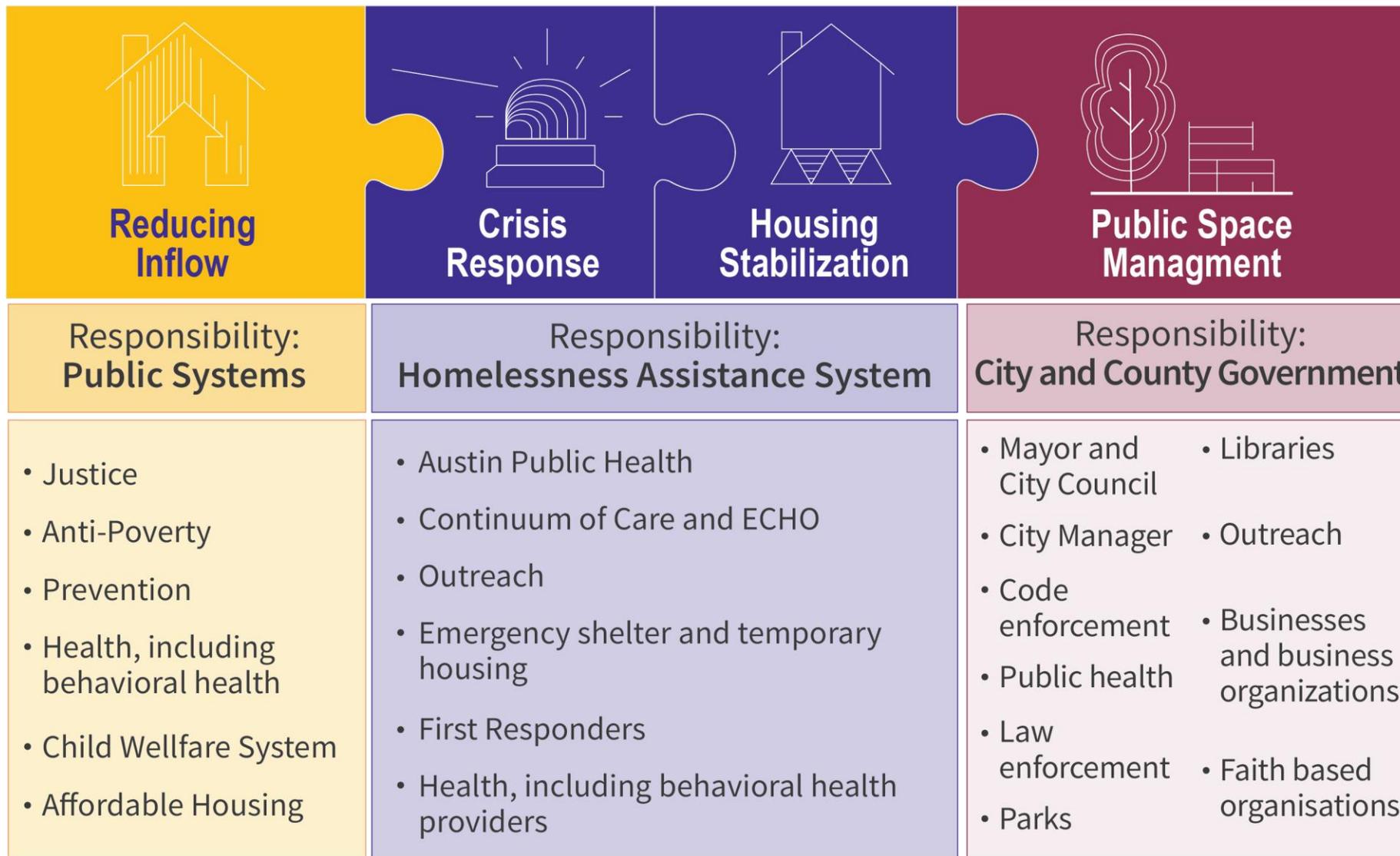
1387 People have been moved into housing out of homelessness in 2020

Number provided by ECHO

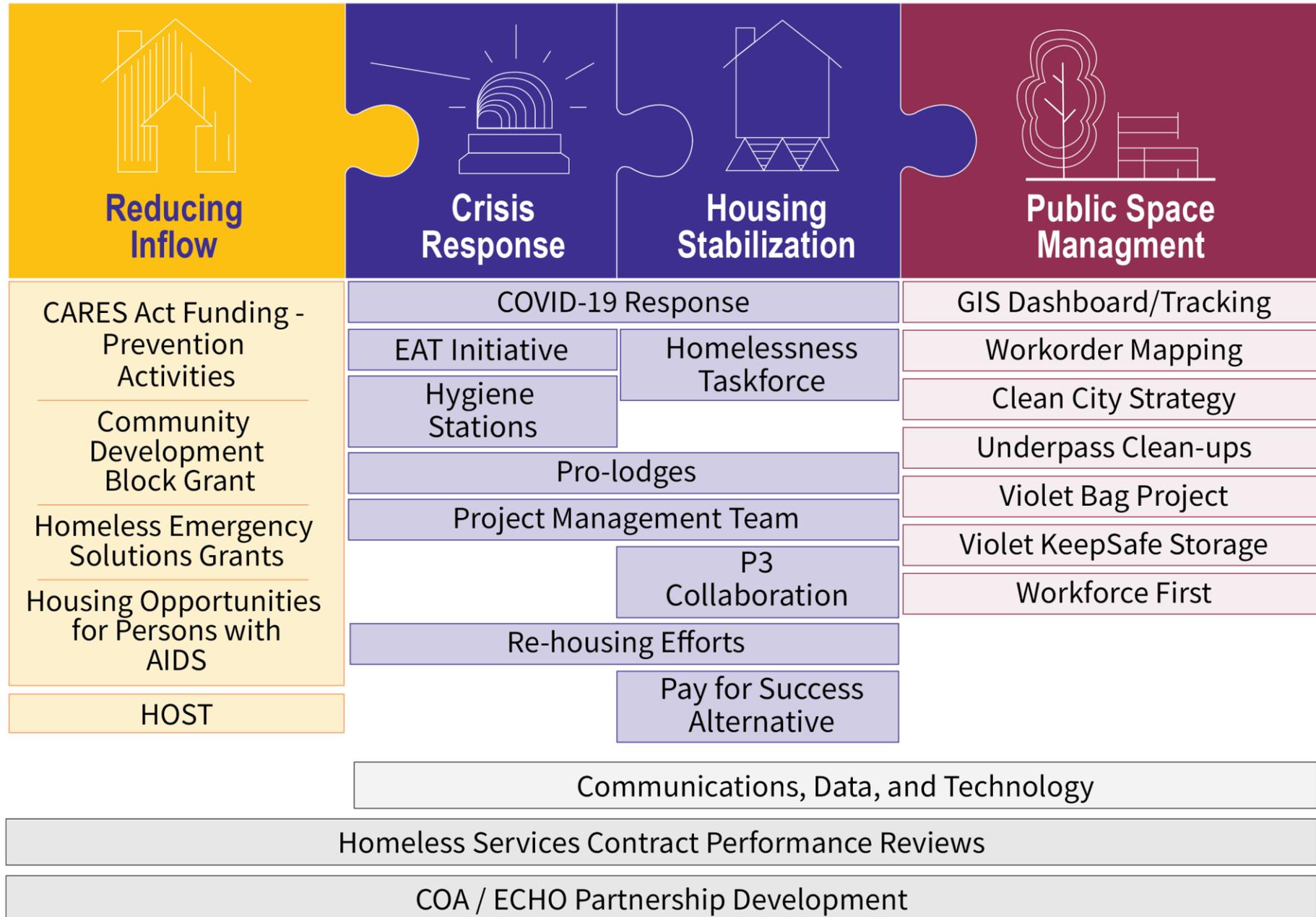


500,000+ MEALS

ADDRESSING HOMELESSNESS FRAMEWORK



ADDRESSING HOMELESSNESS FRAMEWORK





COVID-19 Response



PMT Composition
and Priorities



Halt on Displacing
Individuals



Prolodges



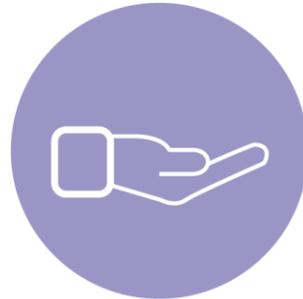
Eating Apart
Together
Initiative



Hygiene
Stations



Shelters



Outreach

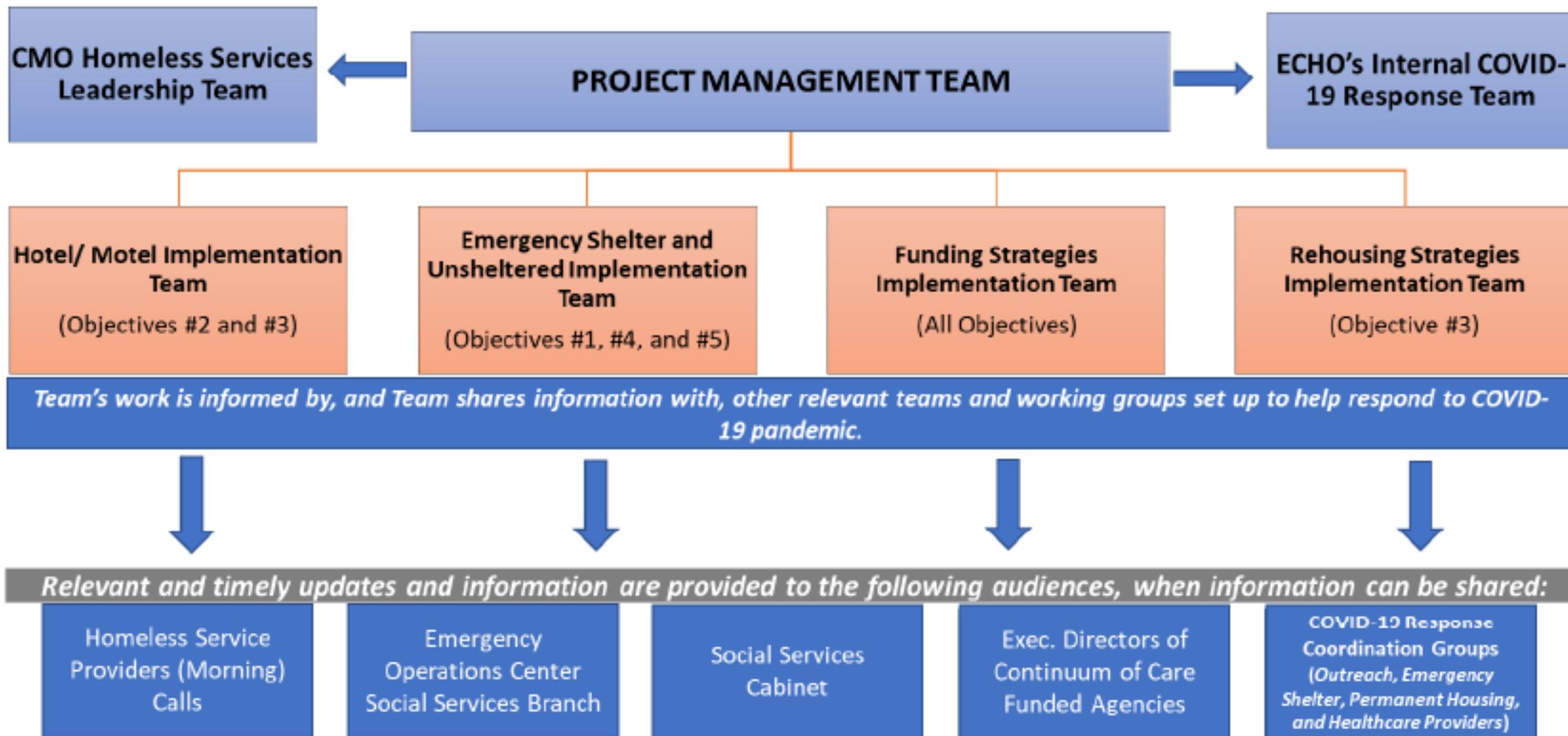


Testing



CARES Act
Funding

AUSTIN'S COVID-19 HOMELESSNESS RESPONSE PLAN IMPLEMENTATION STRUCTURE (v 4-22-20)





COVID-19 Response



PMT Composition
and Priorities



Halt on Displacing
Individuals



Prolodges



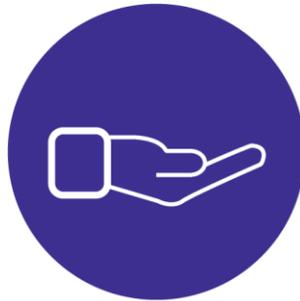
Eating Apart
Together
Initiative



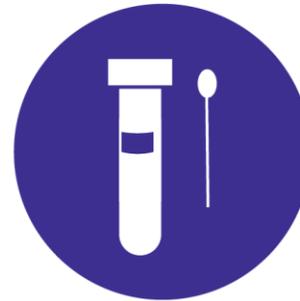
Hygeine
Stations



Shelters



Outreach



Testing



CARES Act
Funding



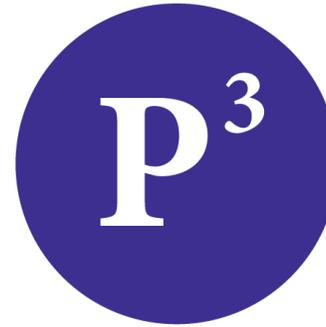
Investing for Results Implementation



Performance-based
Contracting



City of Austin
and ECHO
Coordination
RFA, Contracts,
and MOU



Public Private
Partnership
Coordination



Homeless
Strategy
Officer



Housing and Planning Update



Tenant Based
Rental Assistance
(TBRA)



Partnership
Highlights



Motel Conversion
Strategy and
updates on Projects



RHDA
Highlights



Local
Housing
Voucher



Other Housing
and Planning
Department
Highlights



Highlights from
Austin
Public Health
Programs



Homeless Services Update



Eating Apart
Together
Initiative



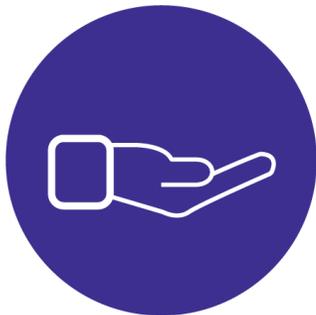
Safe Parking
Initiative



Equity



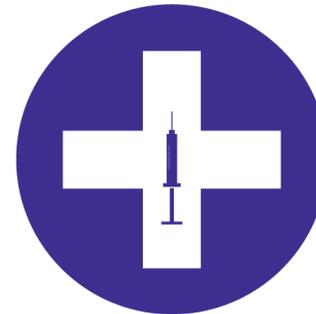
Prolodges
and rehousing



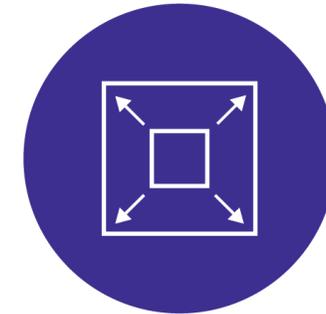
Outreach



Cold Weather
Shelters



Flu
Immunizations



Capacity
Building

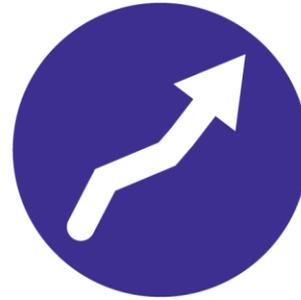


Downtown Community Court Update

In House Services



Ongoing case management services



Temporary move to Terrazas Library to increase service capacity



Implementation of virtual dockets

Emergency Operation Center Assistance



Bed Management Team



Protective Lodging (ProLodge) management and onsite staffing



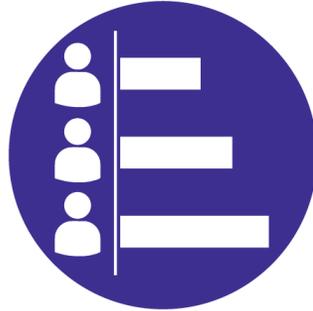
Six additional housing-focused case management FTEs for ProLodge residents



Communications Update



**Dashboard
and Data
Collaboration**



**Public Opinion
Poll**



**Values Based
Communications
Training**



**Issues-based
One-pagers**



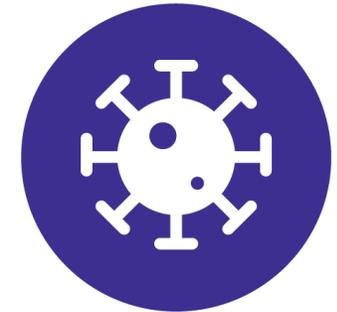
**Week of
Awareness**



**Internal and
External
Partnerships**



Field Guide



**COVID
Response
Support**



Public Safety Update



Austin Police
Department



Austin Travis
County EMS



Homeless
Outreach
Street Team



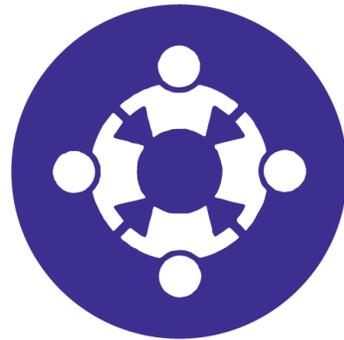
Public Safety Update – More Numbers from HOST



Unique
Individuals
Served



Field
Contacts



2,859
Needs Met



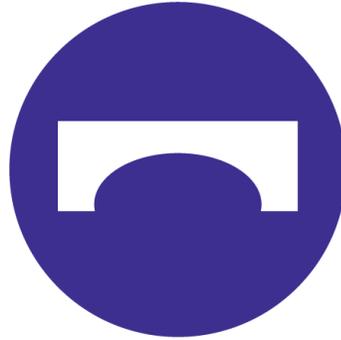
Diversions from
jail, hospital
and psychiatric
hospitalization



Public Space Management Update



**Clean City
Strategy**



**Underpass
Clean-ups**



**Workforce
First**



**Violet
Bag Project**



**Violet
Keepsafe
Storage**



Recent Accomplishments & Near-term Actions



Acomplishments



**System-wide
Partners**



**Permanent
Supportive
Housing**



**City
Investments**



**MyPass
Project**

My Pass project AUSTIN



ID 2020



Digital identity
document storage



What we're solving for

Hidden needs

HOST found that **50% of clients experiencing homelessness seeking access to 13 vital services lack an ID.**

The Other Ones Foundation found **75-80% lack one or more key documents.**

It can take clients 2-4 weeks to replace a document (*pre-COVID-19*).

Hidden costs

DACC and Trinity Center spend an estimated **\$20k annually on document replacement (2017).**

One staff from The Other Ones Foundation spends 8 hours per week helping clients acquire or re-acquire documents, which adds up to over **1200 hours of staff time per year.**

A sense of agency

Neighbors experiencing homelessness told us it would give them more agency and control and less worry.

They told us that this small act of a digital ID can save lives.

Two types of users...



Document Helper

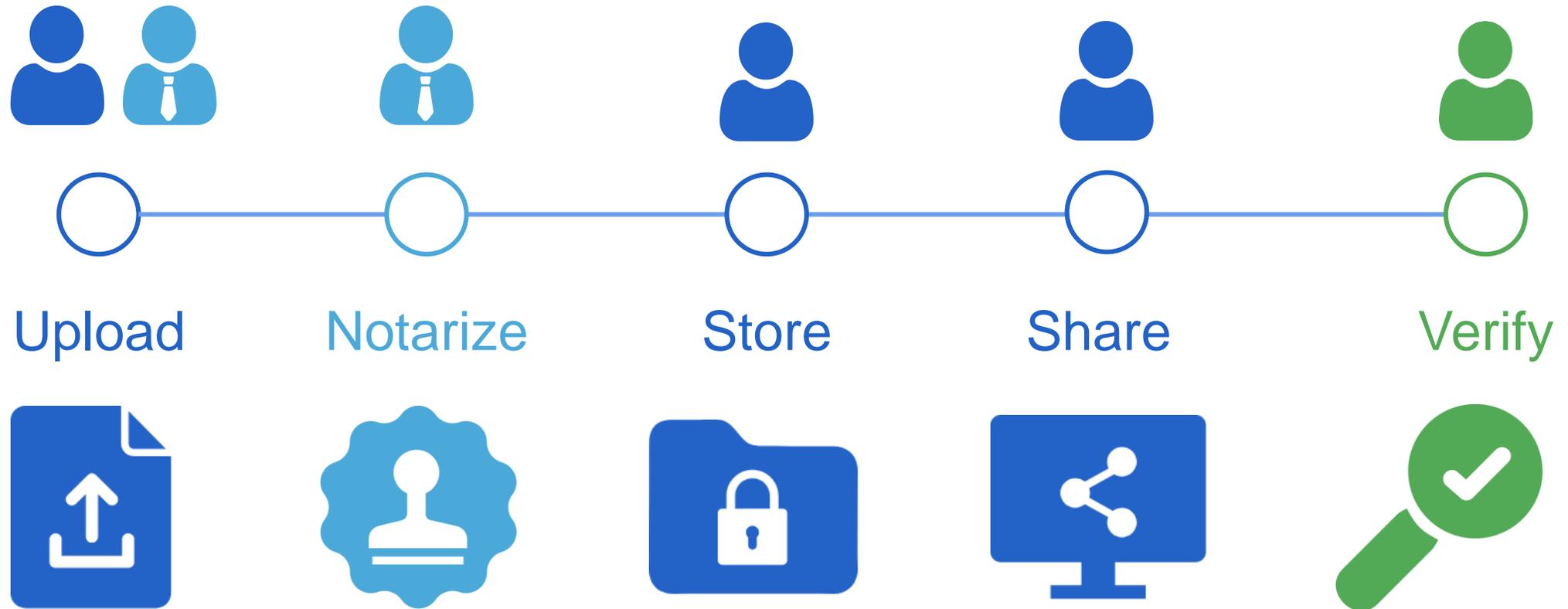
Helper users are case workers, family members or a notaries with clients that require assistance in notarizing and/or uploading their documents.



Document Owner

Owners are the proprietors of the documents. They have full autonomy how their digital files are stored, and who they are shared with, if they are shared at all.

Document Journey



Birth Certificate

Preview Replace Share

NOTARIZED



INFORMATION ACTIVITY

File
Birth Certificate
Upload date
01/12 /2020
Upload by
Will Foxx
Upload by
N/A

Zoom in Download Print File Information

Store

Once uploaded documents are encrypted and stored with enterprise-level security. Providing the maximum privacy and control to the owners of the documents

Securely Encrypted

Original File



Encrypt →

Output

```
6C7D 2CDB FE3D 79A9  
EE82 90B1 FB99 BB41  
F97C DB2C 0488 91DC  
EC82 4F8C 2184 1337  
825D FFE4 77C6 662B  
BB8D 8A6C 72EA D091
```

Upload →

Database



 Birth Certificate ✕

[Preview](#) [Replace](#) [Share](#) 



Name	Jacob Gonzales
Organization	Helping org
Role	Case Worker
Phone	512.503.4235
E-mail	J.gonzales@helping.org

Share Birth Certificate?

This file is currently being shared with Jacob Gonzales

CONTACTS
Select a contact to share this document with



Jacob Gonzales



Patrick Harrison



Laura Bermuda

TIME LIMIT
Specify how long this document will be shared

Share for...

FROM March 27, 2020 **TO** May 27, 2020

Share

Whether it's a family member or a case manager, we often rely on others to help us fill out applications. Mypass allows for documents to be shared with helpers in order to help navigate services.

Notarize

Although it's not necessary, MyPass provides the tools for a notary public to make a certified copy of any uploaded document, which can aid in verifying the document later.

 **Will Foxx - Birth Certificate** ✕

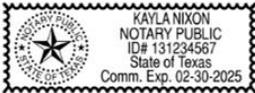
Preview Replace Notarize



NOTARIZATION TYPE
Certified Copy ▼

NOTARY INFORMATION
Notary Name: Jacob Gonzales
Notary State: TX ▼
Notary #: ABC12345

SIGNING KEY
Use PEM Upload New Seal



Notarize

Verify

In order to accept copies of document officials want proof that the copy is authentic. Any document notarized through mypass can be verified as authentic, and legally executable

<https://verificationsite.webflow.io/verify>



Texas Digital Notary Verification What is the DID for this document?

Example: did:ethr:0x6efedeae20e79071251ffa655f1bd0ca65c027

Passport.pdf

This document is a **Certified Copy** of a **Passport**. The subject of this document is **Sally Owner** and the issuer is **Billy Caseworker**.

This document was registered on **Thu, 23 Apr 2020 19:53:45 GMT** and issued on **Thu, 23 Apr 2020 19:53:44 GMT**.

This document is not valid until **Thu, 23 Apr 2020 19:53:44 GMT**. This document will expire on **Sun, 04 Apr 2021 00:00:00 GMT**.

The verification details are presented in a white box with a green border. On the left side of the box, there are three icons: a key, a calendar, and a clock with an exclamation mark. The text is in a clean, sans-serif font, with key information highlighted in green or red.

Notarization is valid

Document is digitally signed

What's happening? Technical Steps

In the cryptographic world, there are two types of keys: private and public. Both keys can be used to encrypt and decrypt documents. Every user has at least one of each.

Julia (Notary)* Bob (Owner)

x2 Private Private

The interface shows a green header with a checkmark icon and the text "Document is digitally signed". Below this is a navigation bar with two tabs: "What's happening?" (active) and "Technical Steps". The main content area contains a paragraph of text explaining cryptographic keys. At the bottom, there are two user profiles: "Julia (Notary)*" and "Bob (Owner)". Each profile has a key icon below it, with "x2" and "Private" labels next to Julia's key and "Private" next to Bob's key.

Login Methods

Everybody is different.
There's no ultimate
solution for accessibility.
What works for one person
may be a nightmare for
their neighbor. This is why
we're developing a system
that allows for *multiple
ways to login.*

 Two-Step Verify 

What you have



 Social Support 

Who you know



 Password 

**What you
know**



 Palm Recognition 

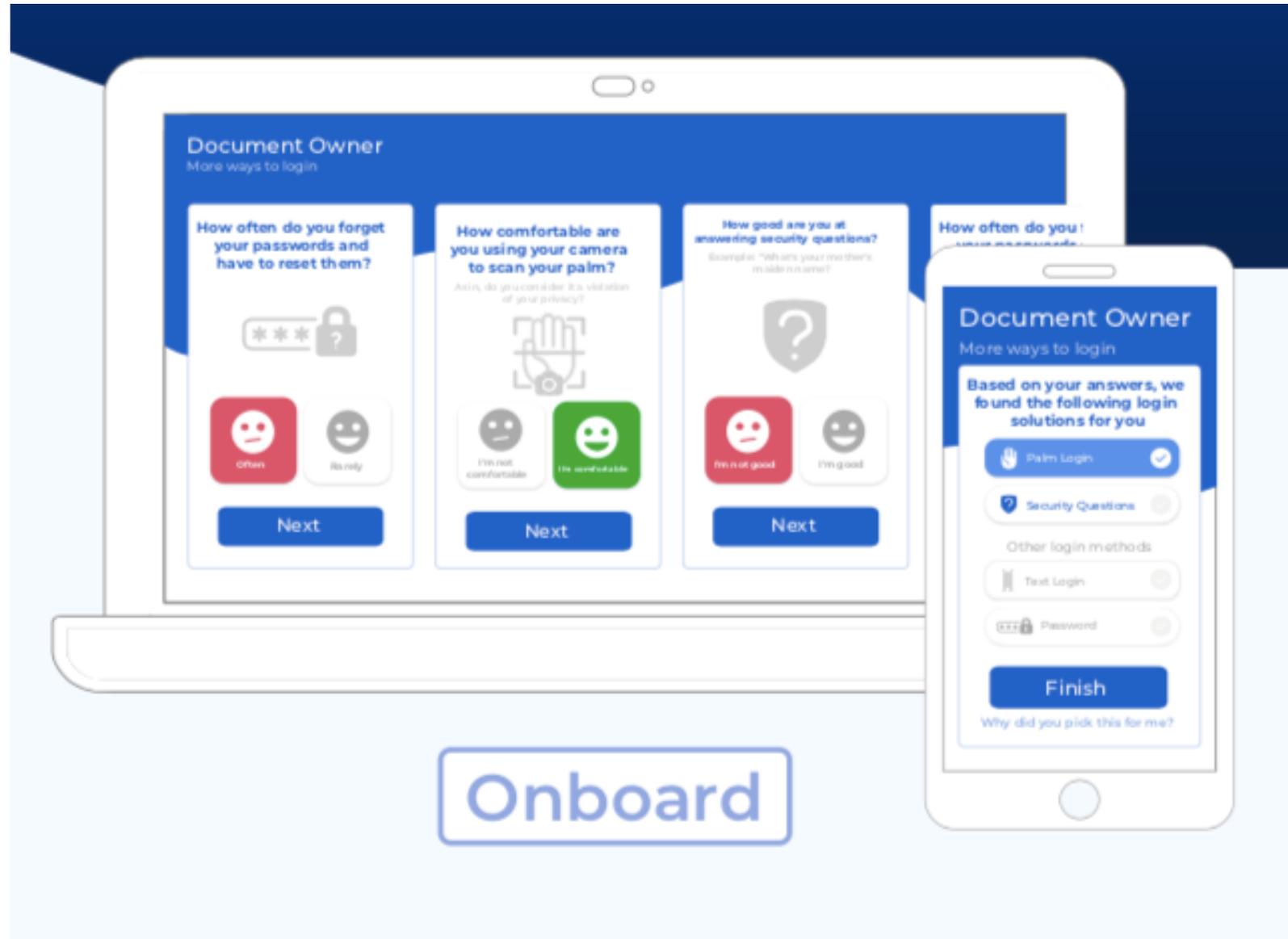
What you are

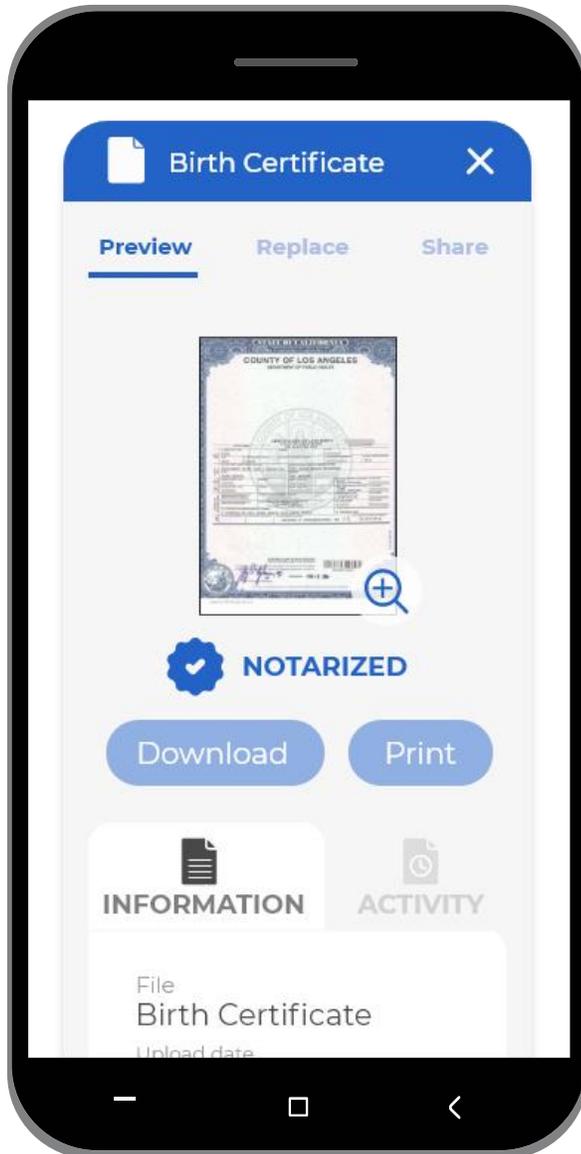


Security vs Accessibility

Document owners receive options for a secure and accessible log-on method based upon a short quiz on how they:

- ❑ remember passwords
- ❑ remember answers to security questions,
- ❑ have access to a device with a camera,
- ❑ how often they lose their phone or
- ❑ how they feel about biometrics





“Your phone is your life out here.

Paper documents are hard to keep up with and expensive and time consuming to replace. Having the ability to have documents [digitally] notarized here too is an awesome [feature].”

~Person experiencing homelessness

“It's a secure place to keep my documents without the fear of them **being stolen** or **[my] identity taken.**”

~Person experiencing homelessness

“Easy access, don't have to worry about losing, potential employers could see it, **[can overcome] limit on social security cards/documents**”

~Person experiencing homelessness

Next steps

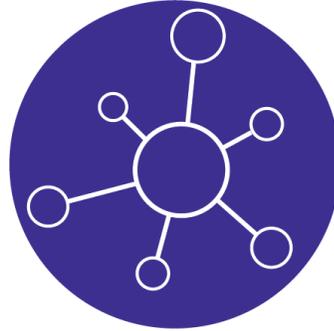
- Grant closes November 27
- Working to stabilize code base for hand-off
- Working on a “learning launch” to refine cost structure (technology and human resources)
- Collaboration session with partners on governance and live launch
- Building a future roadmap of nice-to-have features
- Complete report for RWJF



Recent Accomplishments & Near-term Actions



Acomplishments



**System-wide
Partners**



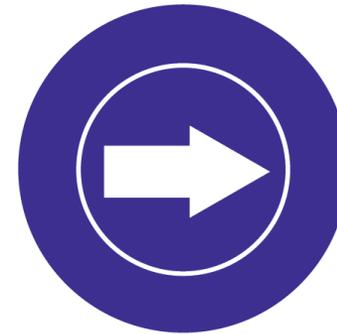
**Permanent
Supportive
Housing**



**City
Investments**



**MyPass
Project**



**Next
Steps**

Thank you



MyPass

Background



Solve for Homelessness

Bloomberg's i-Team, finds a major barrier in helping people experiencing homelessness: safekeeping their private documents.

2017

Mayor's
Blockchain
Challenge

Through Bloomberg's Mayor Challenge, City of Austin Innovation office dives further into the foundation of MyPass, weighing both its potential and its feasibility.

2018



Robert Wood Johnson Foundation



Robert Wood Johnson's Foundation gives MyPass wings to acquire the team and resources needed to start the design and development of MyPass' Minimum Viable Product.

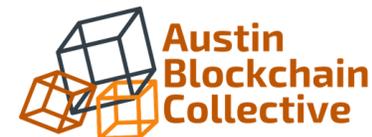
2019

Robert Wood Johnson Foundation Grant Deliverables & Collaborators

1. A web-based application, accessible from any Internet-connected device, that allows clients to store, combine, and share the information needed to access services; and
2. Open-source data and transaction standards that will enable service integration;
3. Design standards that will speed development;
4. Learnings to help a coalition of partners to continue to develop the application.



ID 2020





5 Design Principles



Secure

MyPass keeps your data safe using the most advanced security features available.



Private

You alone retain the ability to share, revoke, or delete access of your identity documents.



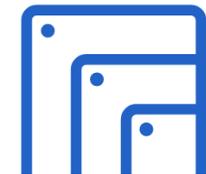
Self-Determinant

In the face of a system that perceives you through data you don't control, MyPass gives you full control over the documents that represent you (to facilitate access to services you may need).



Accessible

Whether you love, hate, struggle with, or don't understand technology, MyPass was built with your preferences and abilities in mind.



Extensible

MyPass technology was built to adapt with changing times, contexts, and a variety of use cases.

Blockchain

Original Concept: smart contracts

Pivot 1: Just documents

Pivot 2: Web3.0

Pivot 3: Notarization

